



# Handle with Care

It's more than prescriptions ... it's people

*CuraScript*<sup>TM</sup>

A Subsidiary Of Express Scripts

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### It's more than prescriptions...it's people

What we do every day is all about our patients. At CuraScript, we do more than fill and deliver specialty medications — we help patients manage their conditions.

We understand that each patient is different and has different needs. That's why, when you begin with CuraScript, the first person you meet is your Patient Care Coordinator, a professional caregiver who serves as your point of connection with your entire patient-care management team.

Patient Care Coordinators are personal advocates, dedicated to making sure you receive the best possible treatment. They work with a team of nurses and your insurer to make sure you receive optimum care. They even call to remind you when it's time to refill your prescription. If needed, they coordinate with social services on your behalf.

We know that treatment with specialty medications can be difficult and stressful, but we do everything in our power to make it simple.

### We care for one person at a time

Our employees go through an intensive training period, and everyone who works at CuraScript pledges that our patients come first. When employees complete training, they even put their handprint on a special wall to signify their commitment.

**It's our way of symbolizing that we handle every patient with care.**

We're very proud of the personalized attention we give to our patients. And we're very gratified that many of them have taken time to tell us what our services have meant to them. We've received many letters expressing appreciation for the care — and caring — they've received.

### “a big factor in reducing my stress”

“I traveled to London recently, and one of my bags — which contained my medicine — was taken. I have to take injections twice a week, and I had carefully prepared and packaged the three doses I would need. After many fruitless calls to baggage lost and found, I called CuraScript and explained my situation. Sheena made the necessary arrangements to make sure I received a Fed Ex package containing my medication. That was a big factor in reducing my stress (which I understand triggers my illness).”

*George, CuraScript Customer*



George



## “much better service”

“My local pharmacy ‘choice’ is a grocery store, where the pharmacy counter is anything but friendly. It is impersonal, inconvenient and offers little privacy if you have a question! I have been using your service for over a year and am delighted with it. The telephone representatives are knowledgeable and polite, and I can order refills weeks before my current supply will be exhausted. I’ve never had a delivery problem. Recently, you made several calls on my behalf to resolve an issue with my insurance company. I save money and get much better service with the mail-order program.”

*Jeffrey, CuraScript Customer*



## We make it easy for you

At CuraScript, we handle everything about your specialty medications for you. Your Patient Care Coordinator develops a care plan just for you and assigns your team, who will put it into action.

**We deliver your drugs to your home, your doctor’s office or anywhere else you choose, usually within 24 hours.** And we include all needed supplies — needles, syringes, alcohol swabs and sharps containers — at no cost to you. We package medications so they’re protected in route to you and we coordinate delivery to make sure you’re there to receive your shipment.

At no additional cost, we also provide many types of patient assistance:

**CALL CENTER ASSISTANCE:** Day or night, you can talk toll-free with our pharmacists and nurses, all experts in specialty medications (oral and injectable). You can ask them about potential interactions ... find out what to do if you experience side effects ... discuss how to inject your medication ... learn what to expect from a new medication.

**THERAPY MANAGEMENT AND COUNSELING:** Your Patient Care Coordinator can arrange for a team of nurses to work with you — professionals who thoroughly understand your disease state and your specific needs. They answer your questions, coordinate with your doctor and help you achieve optimal outcomes from your therapy.

**SOCIAL SERVICES:** Our social workers provide support when you need it. For example, they arrange for counseling and, if you lack resources to pay your copayment, they’ll work on your behalf to explore community or pharmaceutical manufacturer sources of financial assistance, so you can afford your medications.

**INSURANCE COORDINATION:** Our insurance specialists take care of all billing issues. They coordinate with your health plan, talk with your doctor and obtain prior authorizations for you. Because they’re experts at what they do, they speed up the process, making it possible for you to get your medications quickly.



## “there when I need you”

“Hats off to you, CuraScript. In this age of computers, digital voices, impatience and short-tempered personnel, it is wonderful to be able to communicate with such wonderful staff as yours. In my time of illness, your company has been a great help to me. Best of all, I know you will be there when I need you.”

*Stephanie, CuraScript Customer*

## “never failed”

“This letter is to commend your staff for an exemplary job. They were always courteous, polite and informative. I was on treatment for 10 months, and, during the entire time, CuraScript never failed to meet my needs. The nurses were always there to answer my question with tips to help make the whole process easier.”

*Sherry, CuraScript Customer*



## Get the most from your treatment

Our CARELogic programs, designed to provide comprehensive care, extend well beyond doctor’s appointments and prescriptions. Targeted to specific major medical conditions, our CARELogic programs are proactive and clinically based, providing therapy-specific care so you get the most from your treatment.

While our therapy-management programs are applicable to any self-injectable therapy, we offer a number of specific management programs:

- |             |                             |               |             |
|-------------|-----------------------------|---------------|-------------|
| - Asthma    | - Multiple Sclerosis        | - Infertility | - Oncology  |
| - Hepatitis | - Growth Hormone Deficiency | - Transplant  | - Psoriasis |
| - HIV/AIDS  | - Rheumatoid Arthritis      | - Hemophilia  |             |

All programs include:

- |                                    |                                      |
|------------------------------------|--------------------------------------|
| - Clinical evaluation              | - Provision of instruction by nurses |
| - Management of medication use     | - Ongoing health monitoring          |
| - Compliance monitoring            | - Risk assessment                    |
| - Assessment for educational needs | - Side-effect management             |

Our programs are structured to achieve improved health outcomes for you.



## “a delight to talk with”

“I do not often write letters of commendation for service employees because it is a rare occasion when you receive outstanding service that exceeds your expectations. My wife and I are senior citizens, and we are on a number of medications with limitations on our prescription coverage. Phyllis has been taking care of my prescription needs for several years and has been courteous, prompt, helpful and a delight to talk with each time I call.”

*Dan, CuraScript Customer*